Water Quality Program Plain Talk process

Plain Talk Team members: Ann Butler (Team Lead), Diane Dent, Jennifer Hennessey, Jon Jones, Glenn Kuper (PMT Sponsor), Laurie Morgan, Emily Morris, DouGlas Palenshus, Mark Peterschmidt, Roberta Woods

A. Provide training and tips (hand out with Word tools) for program writers and support staff

1. Establish priority list for FY06

2. Criteria for selecting documents:

- New documents
  - + Mass consumption
  - + Form letters/templates
  - + Public outreach documents
- Existing documents – out of date
  - o High visibility programs or program changes
  - o Frequency/volume distributed
  - o # of customer questions/complaints

*Rules

3. Author discusses document with Team section rep

Quick review: letters, focus sheets, time sensitive, brochure, < # words
- Post peer review
- Email team for input – whoever has time
- How involve support staff – salmon router review – explore this.

Full review: longer docs, manuals, TMDLs, permits, applications, guidance, templates
- New or re-write
- High priority
- Identify small group of volunteer team members
- Consider review by another program PT team
- Meeting with team and writer early on (tools in PT training notebook)

4. Tracking via X:drive (Team lead)

5. Reporting (via monthly report?) (Team lead)
- Effectiveness
- Progress
- Implementing plain talk

6. Web posting

7. Translation needed